## DAMAGE ASSESSMENT QUESTIONS (PLEASE INCLUDE QUANTITIES):

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How long did it take you and your staffs to arrive back to the property after the storm?

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If there was damage to any of the association’s equipment (A/C, generator, elevator, motors, and pumps etc.), what was damaged that is in need of repair and/or replacement?

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Are there areas of the community that need to be re-painted and what areas are they?

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What areas and how much (%) of the community will need landscaping and/or irrigation work as a result the storm?

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If there was damage to light poles, fencing, benches/furniture, netting/screens, storage cabinets, canopies and/or doors, what sustained damage and the quantity (i.e., 27 streetlights) that was damaged?

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Was there any roof damage and if so, how many and/or how much of the roof was damaged?

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How many roofs were temporarily repaired (tarps, shrink wrapped etc.)?

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Was there a need for water extraction after the storm, where and how much area was effected?

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Do you have possible mold and/or mildew because of moisture and what areas were affected?

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Were there any walls blown out, where and number of units affected?

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If there was glass broken, how many windows, sliding glass doors and/or fixed glass were damaged?

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How long did it take to board up and secure the property?

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If there were glass door or window frame damage, what was damaged and how many were damaged?

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Was there any structural damage in addition to roof damage and if so, where, and how much of the structure was damaged?

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How many trees were affected by the storm and what amount of landscape debris had to be removed?

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How much fuel was consumed while the power was out?

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How long was the power out in the community?

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If you were to estimate it at this time, what is the cost of hurricane to the association?

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***Manager’s Duties Prior to Hurricane Season:***

* Update unit owner and resident emergency contact information (email and telephone)
* Request that unit owners purchase liability insurance and windstorm insurance for unit contents.
* On (date) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(company)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_will conduct a full load test of the generator.
* Contact \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_to install and remove flood barriers.
* Pre-negotiate contracts or get confirmations in writing with the vendors needed after a hurricane has passed:
* Drying out: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fuel delivery for generator:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Shoring up and securing premises: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Clean-up and debris removal: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Glass companies: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Take photos of inside and outside of building, all common areas and major equipment, furniture, fixtures, artwork, computers, if not on file already. Upload photos to computer and make back-up copy to store off-site.
* You must scan on discs the following documents:
* Insurance policies
* Inventories
* Contracts
* As-built plans You should have on discs the following documents:
* Minutes of Board meetings
* Accounting records
* Bank accounts
* Records of units and unit owners
* Vendor lists
* Prepare photo-ID badges for all employees, identifying them as emergency personnel.
* Purchase and refill hurricane supplies for staff and residents (water, flashlights, batteries, rain gear, radio etc.)
* Hold a full staff meeting and review hurricane procedures with staff and define each staff member’s responsibilities during the preparation process (in accordance with “Common Area Preparation”).
* Secure a line of credit with: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_in the amount of your windstorm deductible $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for possible cash needs due to hurricane damage.
* Provide for additional $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_petty cash to be on hand.
* Back up all computer files and store back-ups a) at offsite secure location and b) with other essential documents.
* Determine emergency perimeter doors for access during and after hurricane.
* Assure that at least one analog telephone line is available in the office or at the front desk.

***Manager’s Duties Prior to and During Hurricane Watch:***

* Contact all staff and have them report to the building.
* Post advisories for residents: the hurricane path, estimated time of landfall and mandatory evacuation information.
* Request that residents remove all balcony furniture within 24 hours.
* Post sign-up sheet for residents who require assistance in preparing their unit on a first-come, first served basis.
* Assign hall wardens and inform all residents of the hall warden responsible for their unit.
* Secure all essential documents (board minutes, insurance records, etc.) by bringing the boxes into the conference table.
* Conduct safety checks and assure that all necessary procedures have been completed.
* Supervise and support all staff members during preparation prior to storm.
* Monitor TV and radio broadcasts.
* Maintain active communication with residents and staff.
* Oversee the successful execution of the preparedness procedures.
* After all common area preparations have been completed, the staff may, on a first-come, first-serve basis, assist residents with the removal of items from their balconies.

***Manager’s Duties After a Hurricane has Passed:***

* Contact all staff and have them report to the property manager.
* Survey the property and assess damage. Take photos and prepare first assessment report.
* Secure property from vandalism and looting.
* Remove storm debris to prevent accidents.
* Secure building structure to mitigate further damage.
* Carry out immediate emergency/temporary repairs (after taking photos)
* Check all units for water damage and remove all wet carpet and drywall to avoid possible mold contamination.
* Do NOT sign any agreements, releases, contracts, or other documents submitted by contractors or insurance company without reviewing them with legal counsel!
* Designate an information facilitator to post advisories for residents by email and telephone, following up with letters, updating on damages to their units and common areas.
* Suspend or cancel ongoing contracts such as lawn and pool maintenance if allowed in contracts.
* Review governing documents, particularly anything related to “repair after casualty” provisions in the insurance section to establish process for reconstruction. (Beware of “50% uninhabitable” possible termination provision!)
* Prepare insurance and liability claims. (MUST be submitted within 60 days)**.**